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AMENDMENTS

In the Claims

The following is a marked-up version of the claims with the language that is underlined (“___”) being added and the language that contains strikethrough (“—”) being deleted:

1. – 41. (Canceled)

42. (Currently Amended) A telephone user interface (TUI) configured to receive a command signal after a call is connected, the TUI comprising:

first command mode logic for receiving a first type command signal from a user in association with an option of a first menu structure of options, said first command mode logic having an active status and an inactive status;

second command mode logic for receiving a second type command signal from the user in association with an option of a second menu structure of options, said second command mode logic having an active status and an inactive status, said options of said first menu structure logically associated with said options of said second menu structure;

mode determination logic configured to determine whether a received command signal correlates with the control mode logic that is currently associated with inactive status;

translation logic configured to translate the received command signal into a format associated with the control mode logic that is currently associated with the active status, in response to the determination that the received command signal corresponds to the control mode logic that is currently associated with inactive status; ~~and~~

toggle determination logic configured to, in response to the translation logic translating the control signal, determine whether to toggle the first command mode logic and the second command mode logic between active status and inactive status; and

switching logic configured to, in response to the toggle determination logic determining to toggle the first command mode logic and the second command mode logic between active and inactive status, toggle the first command mode logic and second command mode logic between active status and inactive status, status in response to the translation logic translating the control signal,

wherein said active status of the second command logic correlates with the inactive status of the first command logic, and wherein the inactive status of the second command logic correlates with the active status of the first control logic.

43. (Previously Presented) The TUI of Claim 42, wherein said first command mode logic is associated with a voice-based mode.

44. (Previously Presented) The TUI of Claim 42, wherein said first command mode logic is associated with a tone-based command mode.

45. (Previously Presented) The TUI of Claim 42, wherein said first command mode logic and said second command mode logic are associated with a voice-based command mode logic and a tone-based command mode logic, respectively.

46. (Previously Presented) The TUI of Claim 42, wherein the translation logic is configured to translate a first received command signal from a voice-based protocol to a tone-based protocol.

47. (Previously Presented) The TUI of Claim 42, wherein the translation logic is configured to translate a first received command signal from a tone-based protocol to a voice-based protocol.

48. (Previously Presented) The TUI of Claim 42, wherein the TUI is situated at a central office.

49. (Previously Presented) The TUI of Claim 42, wherein the options of the first command mode and the second command mode are mapped to one another to permit a command mode-to-command mode exchange.

50. (Previously Presented) The TUI of Claim 42, wherein the TUI includes data storage logic configured to store first data related to the first command mode, second data related to the second command mode, and third data related to the first command mode and the second command mode, wherein the first data, second data, and third data correspond to a first table, a second table, and a third table, respectively.

51. (Previously Presented) The TUI of Claim 50, wherein, the first table is associated a plurality of voice based options and a plurality of indices, wherein the second table is associated with a plurality of indices and a plurality of tone-based options, and wherein the third table is

associated with the plurality of indices related to the first table and a plurality of indices related to the second table.

52. (Previously Presented) The TUI of Claim 51, wherein each of the first table, second table, and third table include at least two items that correspond with each other.

53. (Currently Amended) A telephone user interface (TUI) configured to receive a command signal after a call is connected, comprising:

voice-based command mode logic configured to receive a vocalized command signal from a user in association with a voice option of a menu structure of voice options, said voice-based command mode logic having an active status and an inactive status;

tone-based command mode logic configured to receive a tonal command signal from the user in association with a tone option of a menu structure of tone options, said tone based command mode logic having an active status and an inactive status, said voice options logically associated with said tone options; and

mode determination logic configured to determine whether the received command signal corresponds to the control mode logic that is currently associated with inactive status;

translation logic configured to translate the received first command signal into a format corresponding to the control mode logic that is currently associated with the active status, in response to the determination that the received first command signal corresponds to the control mode logic that is currently associated with inactive status; and

toggle determination logic configured to, in response to the translation logic translating the control signal, determine whether to toggle the voice-based command mode logic and the tone-based command mode logic between active status and inactive status; and

switching logic configured to, in response to the toggle determination logic determining to toggle the voice-based command mode logic and the tone-based command mode logic between active status and inactive status, toggle the voice-based command mode logic and tone-based command mode logic between active status and ~~inactive~~. inactive status.

54. (Previously Presented) The TUI of Claim 53, wherein the translation logic is configured to translate the first received command signal from a voice-based protocol to a tone-based protocol.

55. (Previously Presented) The TUI of Claim 53, wherein the translation logic is configured to translate the first received command signal from a tone-based protocol to a tone-based protocol.

56. (Previously Presented) The TUI of Claim 53, wherein the switching logic is configured to remain idle in response to the determination logic determining that the second received command signal correlates to the command mode logic currently associated with active status.

57. (Previously Presented) The TUI of Claim 53, wherein the TUI is situated at a central office.

58. (Currently Amended) A method in a telephone user interface (TUI) configured to receive a command signal after a call is connected, the TUI including a tone-based command mode having a menu structure of tone options and a voice-based command mode having a menu structure of voice options, wherein the tone-based command mode has an active status and an inactive status and the voice-based command mode has an active status and an inactive status, said method comprising the steps of:

- a. operating the TUI with a command mode that corresponds to active status;
- b. receiving a command signal from a user;
- c. determining whether the active command mode correlates to the command signal;
- d. in response to determining that the received command signal does not correlate with the active command mode, translating the received command signal into a format that corresponds to the active command mode;

- e. in response to translating the received command signal, determining whether to toggle the tone-based command mode and the voice-based command mode between active status and inactive status; and

- e. f. in response to translating the received command signal, determining to toggle the tone-based command mode and the voice-based command mode between active status and inactive status, toggling the tone-based command mode and the voice-based command mode between active status and inactive status.

59. (Previously Presented) The method of Claim 58, wherein the active command mode is associated with a default command mode.

60. (Previously Presented) The method of Claim 59, wherein the default mode corresponds to the tone-based command mode.

61. (Previously Presented) The method of Claim 59, wherein the default mode corresponds to the voice-based command mode.

62. (Previously Presented) The method of Claim 58, wherein the active command mode is selected by a user.

63. (Previously Presented) The method of Claim 58, wherein said command signal is a DTMF tonal command.

64. (Previously Presented) The method of Claim 58, wherein said command signal is a voice command.

65. (Previously Presented) The method of Claim 58, further comprising mapping the options of the first command mode and the second command mode to one another to permit a command mode-to-command mode exchange.

66. (Currently Amended) A computer-readable medium on which is stored a computer program for controlling a telephone user interface (TUI), the TUI including a plurality of command modes, the computer readable medium comprising:

- a. logic configured to operate said TUI in a first one of said command modes;

- b. logic configured to receive a command signal from a user;
- c. logic configured to determine whether the received command signal corresponds to the first one of said command modes;
- d. logic configured to translate the received command signal to a format that corresponds to the first one of said command modes, in response to determining that the received command signal does not correspond with the first one of said command modes; and
- e. logic configured to, in response to translating the received command signal to a format that corresponds to one of said command modes, determine whether to operate the TUI in a second command mode that corresponds to a format associated with the received command signal; and
- e. f. logic configured to, in response to determining to operate the TUI in the second command mode, operate the TUI in a the second command mode that corresponds to a format associated with the received command signal. ~~signal, in response to determining that the received command signal does not correspond with the first one of said command modes.~~

67. (Previously Presented) The computer readable medium of Claim 66, further comprising logic configured to operate the TUI in the second command mode in response to activating said second command mode.

68. (Previously Presented) The computer readable medium of Claim 66, further comprising the step of activating one of said command modes as a default command mode.

69. (Currently Amended) A method in an integrated computer telephony system providing a telephone user interface (TUI), said TUI having a pair of command modes, the method for toggling between said command modes, comprising the steps of:

- a. operating said TUI in a first one of said command modes;
- b. receiving a command signal from a user;
- c. determining whether the received command signal corresponds to the first one of said command modes;

- d. translating the received command signal to a format that corresponds to the first one of said command modes, in response to determining that the received command signal does not correspond with the first one of said command modes;

- e. in response to translating the received command signal to a format that corresponds to the first of one of said command modes, determining whether to operate the TUI in a second command mode that corresponds to a format associated with the received command signal for a subsequent command signal; and

- e. f. in response to determining to operate the TUI in the second command mode,
operating the TUI in a the second command mode that corresponds to a format associated with the received command signal ~~for a subsequent command signal~~ for a subsequent command ~~signal. signal, in response to determining that the received command signal does not correspond with the first one of said command modes.~~

70. (Previously Presented) The computer readable medium of Claim 69, further comprising the steps of receiving a subsequent command signal and activating said first command mode in place of said second command mode.

71. (Currently Amended) A method in a program module operating within a telecommunications system and having access to a TUI, said TUI having a pair of command modes for controlling said TUI and providing a plurality of options to be implemented through the telecommunications system, the method for controlling said command modes, comprising the steps of:

implementing one of the said command modes to initially control said TUI;

in response to a command signal issued by a user after a call is connected, translating the command signal into a format corresponding to the activated command mode; and

in response to translating the command signal into a format corresponding to the activated command mode, determining whether to toggle the command modes, wherein said toggling is initiated by interrupting the operation of one of said command modes while one of said command modes is controlling said TUI, activating the other of said command modes, and resuming control of said TUI while in the other of said command modes for a subsequent command signal; and

in response to determining to toggle said command modes, toggling, by said TUI, of toggling said command modes, wherein said toggling is initiated by interrupting the operation of one of said command modes while one of said command modes is controlling said TUI, activating the other of said command modes, and resuming control of said TUI while in the other of said command modes for a subsequent command signal.

72. (Currently Amended) The method of ~~Claim 69~~, claim 71, wherein a tone-based command mode is initially controlling said TUI, said tone-based command mode is interrupted, and a voice-based command mode is activated in place of said tone-based command mode.

73. (Currently Amended) The method of ~~Claim 69~~, claim 72, wherein said tone-based command mode is interrupted by transmitting voice command signals into said TUI.

74. (Currently Amended) The method of ~~Claim 69~~, claim 71, wherein said voice-based command mode is interrupted and said tone-based command mode is activated to control said TUI in place of said voice-based command mode.

75. (Currently Amended) The method of ~~Claim 72~~, claim 74, wherein said voice-based command mode is interrupted by transmitting tonal command signals into said TUI.

76. (Canceled)

77. (Currently Amended) A computer system for toggling command modes of a telephone user interface (TUI) having a first command mode and a second command mode, said computer system comprising:

- a processing unit;
- a memory storage device operative to store a program implementing said TUI; and
- an interface device coupled to said processing unit for receiving a call,

said processing unit responsive to instructions in said program and being operative to:

prompt for a command signal after a call is connected;
activate said first command mode associated with said command signal;
control said TUI while in said first command mode;
receive a subsequent command signal from a user, the subsequent command signal corresponding to a second command mode;
translate the subsequent command signal into a format that corresponds to the first command mode;
in response to translating the subsequent command signal into a format that corresponds to the first command mode, determine whether to interrupt said first command mode;
in response to determining to interrupt said first command mode, interrupt said first command mode in response to receiving a subsequent command signal from a user to activate the second command mode associated with said subsequent command signal in place of said first command model; and
resume operation of said TUI by utilizing said second command mode for a subsequent command signal.

78. (Previously Presented) The computer system of Claim 77, wherein said tone-based command mode is interrupted by transmitting voice command signals into said TUI.

79. (Previously Presented) The method of Claim 77, wherein said tone-based command mode is interrupted by transmitting voice command signals into said TUI.

80. (Previously Presented) The method of Claim 77, wherein said processing unit is further operative to:

interrupt said second command mode in response to receiving said command signal to activate said first command mode in place of said second command mode.

81. (Previously Presented) The method of Claim 77, wherein said processing unit is further operative to:

interrupt said first command mode in response to receiving said subsequent command signal to activate said second command mode in place of said first command mode.